

Pet Adoption Supervisor (Greeley, CO Location)

Job Title:	Pet Adoption Supervisor
Department:	Shelter - 02
Job Classification:	Full time; Hourly Non-Exempt Position
Job Relationships:	Reports directly to the Pet Adoption Manager Supervises adoption campus staff and assigned volunteers

This is a full-time, working-supervisor position. Pet Adoption Supervisors are responsible for the operations of the Adoption Campus functions during a particular shift. The position involves daily interaction with and care of adoptable animals in addition to providing high-quality adoption services to clients. The schedule for the position is generally between the hours of 7:30am-7:30pm Sunday through Thursday or Tuesday through Saturday with availability on evenings, nights, weekends, special events, emergencies and holidays as required. This position will regularly travel to other organizations and to the Organization's other campuses.

Essential Duties and Responsibilities:

- Oversees adoption processes, including client education, counseling, completion of adoptions, and ensuring accurate records and high-quality service
- Manages opening and closing duties, data entry, transaction processing, and license sales
- Handles client grievances as the primary escalation point, using professional and effective de-escalation skills
- Oversees and performs daily animal care routines, ensuring high-quality care and timely response to medical or behavioral issues
- Supervises and supports staff and volunteers, including scheduling, training, evaluation, engagement and recognition; manages timekeeping and models professional conduct
- Accepts donations and maintains inventory of supplies and materials
- Ensures organization and cleanliness of public areas
- Participates in interviewing, training, evaluating, coaching, and disciplining staff
- Conducts and assists in developing training programs
- Monitors safety procedures and reports injuries to enhance training and reduce risks
- Provides transportation of shelter animals as needed
- Administers vaccines and approved medications as directed
- Cross-trains in and assists other shelter departments
- Enters data into shelter software and maintains accurate records
- Assists with State and Other Compliance Responsibilities such as PACFA, OSHA, DEA, etc., as requested

Other Duties and Responsibilities:

- Maintains inventory; assists with ordering of supplies as needed
- Monitors and sorts incoming donations; determines appropriate disbursement and storage
- Assists with animal handling training of staff
- Supports the Organization's events, off-site adoption sites, and marketing efforts
- Maintains punctuality and attendance expectations
- Performs other duties as assigned
- Participates in various organizational task forces and teams as assigned

Job Qualifications:

Education/Experience: Minimum of Associate's Degree or equivalent work experience; Minimum one year of proven staff supervisory or applicable lead experience, or six months of current Organization lead experience. Minimum one year of experience in animal welfare, animal care, animal health or applicable industry required. Hands on experience with companion animals required. Must be at least 21 years of age (required for insurance purposes). Bilingual English/Spanish reading, writing, understanding, speaking is a plus and includes a wage premium.

Knowledge: Knowledge of basic animal handling; Knowledge of basic animal health, care, and welfare; Knowledge of animal breeds and colors; Knowledge of positive dog training methods and behavior rehabilitation methods a plus.

Skills: Solid computing skills (Microsoft Office environment); Effective written and verbal communication skills; Strong organizational skills. Supervisory skills and emotional intelligence, ethics and integrity skills required.

Abilities: Able to work with the animals within the Organization's care. This includes the ability to work visually and audibly, with animals both alive and deceased, including dogs, cats, small mammals, exotic animals and more. Effective record keeping and the ability to quickly and effectively learn new software; Able to work independently and in a team setting; Able to remain calm and level-headed in an often stressful and emotional work environment; Able to use sound judgment when dealing with confidential information; Able to multi-task and to prioritize job duties in a fast-paced and constantly changing work environment; Able to exercise good judgment when dealing with personnel, client, animal, or management issues; Able to effectively work in a co-supervisory role; Able to work with disinfectants and cleaning supplies; Able to perform physical work including scrubbing, mopping, lifting, walking, squatting and bending; Ability to serve as an example to staff in adhering to the Organization's Standards of Professional Conduct and utilizing emotional intelligence. Able to work a flexible and changing schedule including evenings, weekends and overtime as required.

Other: Valid Colorado Driver's License, insurable driving record and have and maintain personal driving insurance meeting Colorado standards. Overtime will be required. Some holiday work will be required.

Working Conditions:

Work Environment: Most work performed in animal shelter setting; Potential for exposure to zoonotic diseases and to cleaning chemicals; Potential for exposure to dangerous and fractious animals; Exposure to high noise levels when in kennel areas; Exposure to wet conditions; Potential for animal bites and scratches while handling animals; Potential exposure to hay and dust; Potential exposure to deceased animals; Potential exposure to various weather conditions.

Physical Activities: Handling animals of varying types and temperaments; Occasional lifting and carrying of up to 50 pounds without assistance and more with assistance; Potential for standing on feet and walking for 8 or more hours a day; Driving a car; Kneeling; Squatting; Bending; Lifting; Cleaning cages (scrubbing and mopping); Walking dogs on a leash; Performing physical examinations on animals; Animal restraint; Handling syringes and needles; Speaking and listening; Performing data entry.

NOTE: *This job description is not intended to be an exhaustive list of all duties, responsibilities or qualifications associated with the job.* NOCO Humane conducts background checks, DMV checks and requires drug testing of all employment candidates.

We are an Equal Opportunity Employer. Benefits for full-time employees include options for medical and life, dental, vision and supplemental accident insurance; STD/LTD insurance; a matching 403b plan; paid time off (PTO) accrual; 9 paid holidays and more. Benefits for part-time employees include paid time off (PTO); a matching 403b plan and more.